

About this role:

Floor Tour Guides support the Abbey on the Abbey floor, leading regular highlights tours of the Abbey for all ticket holders. Operating in collaboration with the Visitor Experience Assistants, you'll independently lead small to moderate groups around the Abbey floor, storytelling and giving information about our most exciting features. You will be respectful of services, events and worshippers within the Abbey during your tours. Your 30-minute free tour will help our visitors get the most out of their time at the Abbey.

Your presence will provide more added-value activities for our visitors and allow the Visitor Experience Team to offer more frequent Tower Tours: a crowd favourite that often sell-out.

What we offer our volunteers:

- Use of volunteer and staff rooms, with FREE hot drinks and biscuits available every day.
- Travel expenses paid in line with our Volunteer Expenses Policy.
- 10% discount in the Abbey Shop.
- 1-year FREE membership to the Friends of Bath Abbey.
- An optional FREE Tower Tour as part of your induction.

- Annual parties and social events as part of the wider Bath Abbey Volunteer Community.
- Invitations to preview a selection of new events and exhibitions at the Abbey.
- Free tours and activities at other heritage sites in Bath.
- Discounted tickets for some events.

- An inclusive and supportive recruitment process, with all requests for reasonable adjustment accommodated to the best of our ability.
- Ongoing support and mentorship from your Volunteer Supervisor.
- The ability to independently manage your data and shifts through our volunteer software, Better Impact. You can download an app, log on using an internet browser, or liaise with the Visitor Experience Officers.

- A beautiful and tranquil place to be a part of, in a bustling heritage city.
- The opportunity to gain new skills or to use the ones you already have, including other languages.
- A wide range of people from all over the world to meet and greet.
- Plenty of laughs, smiles, and interesting conversations with visitors and colleagues alike.
- A supportive and friendly team to work with.
- A sense of 'a task well done' as you go home for the day. You will have helped us to carry out our mission, as well as maintaining the Abbey building for future generations.

Time commitment:

The Abbey is open for visiting every day of the week. Volunteering slots are available:

Monday to Saturday: 10am - 5pm

Sundays: 1.15pm - 2.45pm and 4.30pm-6.30pm

The amount of time you spend with us can be as flexible as you need, but we would advise a commitment of at least one session every two weeks at the start of your volunteering role to allow you to settle into the team as well as possible. Please discuss your preferred schedule at the initial informal meeting with your Volunteer Supervisor.

Key activities for this role:

- Engaging visitors of all ages with the history of the Abbey during a 30-minute, scripted tour.
- Telling stories of the most notable benefactors, supporters, and subjects of memorials.
- Enthusiastically responding to questions during and after the tours as appropriate.
- Confidently and calmly referring visitors to the Duty Manager or a Visitor Experience Assistant for more complex requirements or guidance needed.
- Keeping up to date with what is happening in the Abbey by reading our weekly team email updates.
- Attending essential meetings and training when required.
- Adhering to the Visitor Experience Volunteer Uniform policy when onsite performing your role.

This role would suit people with the following characteristics/skills:

- Friendly, helpful, with a welcoming smile.
- Confident that you'll be able to remember the tour script.
- Someone who enjoys public speaking.
- Interest in history, architecture, or the city of Bath.
- Able to engage with people from all walks of life and across the world, with confidence and politeness.
- Can stay patiently focused on the task in hand with careful timekeeping.
- Are open to give and receive feedback from the Visitor Experience Manager or Visitor Experience Officers.

Application procedure:

1. Application form (online or in person)
2. Informal meeting with your Volunteer Supervisor (Christina Dixon), including tour of Abbey (in person)
3. Safeguarding training & two character-references.

Induction and Training:

1. At least three shadow shifts must be completed before your induction can be signed off. These will be arranged to suit your availability and preference, but ideally will all be completed within one month.
2. One-to-one training sessions with your Volunteer Supervisor, covering all required aspects of the role, Bath Abbey policies, and use of Better Impact. These can be completed alongside your shadow shifts.
3. Induction Sign-off Meeting with your Volunteer Supervisor to discuss progress so far, identify any areas for further support or interest, and agree if/when you are ready to progress volunteering independently.

To fulfil the requirements of the role confidently and safely, attendance at required training is essential. We will make all reasonable efforts to accommodate diary conflicts and provide resources and facilities in which to complete the training

About Bath Abbey:

Bath Abbey has been a site of Christian worship in the heart of the City of Bath for over 1000 years. It is an active Parish Church holding over 1000 services a year. Three different churches have stood on the site: a Saxon monastery, a Norman Cathedral, and the present Medieval Abbey. Edgar, the first King of all England, was crowned at the Abbey in Bath in 973. The Abbey continues to be a significant site, visited by almost 500,000 people a year.

For further information, or to discuss your interest in this role, please contact:

Christina Dixon, Visitor Experience Officer & Volunteer Supervisor – cdixon@bathabbey.org.uk

Visitor Experience Management Team – volunteer@bathabbey.org – 07841 091190

